

Appl. No.: 09/816,917  
 Docket No.: BCS03398  
 6-7. (Canceled)

**DRAFT**

11. (Presently amended) A method of automatically testing and diagnosing problems associated with ~~each~~ <sup>(CMs)</sup> at least one of a plurality of remotely connected devices on a network of ~~said remotely connected devices~~, each of said remotely connected devices being uniquely identifiable, ~~the~~ at least one of said remotely connected devices device being capable of initiating a service request, said method comprising the steps of:

- (END-USER) a) identifying one the at least one remotely connected device as being associated with a the service check request, a requesting user making ~~said the~~ service check request via a cable modem.
- b) pinging ~~said the~~ identified remotely connected device;
- c) examining system logs to determine if an error is indicated for ~~said one the~~ identified remotely connected device; and
- d) reporting service check results to said requesting user using ~~said one the~~ identified remotely connected device.

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31. (New) A method for checking a cable modem comprising:

activating a test sequence;

identifying a first address associated with the cable modem;

identifying a second address associated with the cable modem;

~ identify a cable modem termination system associated with the cable modem

based upon the second address; and